



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al.
Serial No. : 10/723,742
Filed : November 26, 2003
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER
USER INTERFACE

Art Unit : Unknown
Examiner : Unknown

Attention: Official Draftsman
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL OF FORMAL DRAWINGS

Please substitute the enclosed 6 sheets of formal drawings for the corresponding drawings presently in the application.

Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date:

March 1, 2004

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CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

March 8, 2004

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